

	State of California Department of Corrections and Rehabilitation Human Resources Payroll and Benefit Operations
Duty Statement Rev. 4/15/2022	
Incumbent:	Location: 1515 S Street, Sacramento
Section/Unit: Payroll and Benefit Operations / Specialized Transactions	Classification: Staff Services Manager II
Position Number (s): 065-575-4801-918	Supervised By: Staff Services Manager III

Under the general direction of the Chief, Payroll and Benefit Operations, the Staff Services Manager (SSM) II functions as the Section Chief, Specialized Transactions, and is responsible for planning, organizing, and directing the work of subordinate managers, supervisors, and staff in the Disability Management Unit (DMU) and Accounts Receivables/Salary Advance (AR/SA) Unit. The SSM II must work in collaboration with the Section Chiefs in General Transactions to ensure uniform procedures in the administration of all employee services and to ensure compliance with personnel laws, rules, policies, and procedures. The incumbent provides advice and expert consultation to top level managers and executive staff on sensitive and complex personnel matters relating to AR/SA, Worker's Compensation, Non-Industrial Disability Insurance, State Disability Insurance, Family and Medical Leave Act, California Family Rights Act, Pregnancy Disability Leave, Military Family Leave, Military Leave, medical Leave of Absences, Parental Leave Act, Catastrophic Time Bank Leave, Adverse Actions, and Unemployment Insurance. The incumbent is responsible to set goals, monitor staff performance measures, and direct staff toward achieving the department's goals of workforce excellence and organizational effectiveness and to model and instill the department's core values of integrity, accountability, justice, collaboration, and employee well-being. The incumbent provides effective training and guidance to first line managers and acts in the absence of the SSM III when necessary.

ESSENTIAL FUNCTIONS

- 35% Plans, organizes, directs, and effectively manages the workload of the DMU and AR/SA Units. Reviews workload tracking reports and performance measures to gauge program success, identify areas of excellence and deficiency, and identify staff training needs. Directs the preparation of related documents and reports to the State Controller's Office and State Compensation Insurance Fund.
- 30% Establishes standardized procedures, ensures uniform compliance to personnel laws, rules, policy, and procedures, and facilitates communication and efficient workflow between the institutions/programs and Specialized Transactions staff. Continuously reviews and evaluates processes and implements changes to maintain and enhance services, streamline processes, and ensure compliance with new and revised laws, rules, policies, and procedures. Provides expert consultation to top level managers/administrators and executive staff regarding sensitive and complex personnel management matters.

- 25% Individually, or as a project manager/task force leader, participates and leads strategic process improvement activities. Completes projects and assignments of the most sensitive, complex, and confidential nature. Represents the Department at meetings, conferences, and public hearings.
- 10% Recruits and selects staff; approves and denies leaves requests; evaluates staff performance; and recommends and takes disciplinary action as necessary. Models and instills in subordinates the Department's core values of integrity, accountability, collaboration, and employee well-being. Attends and conducts staff meetings. Acts in the absence of the SSM III as necessary.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____